

MEMORANDUM

To: All Telecommunications Carriers Operating in South Carolina

From: Gary E. Walsh, Executive Director, Public Service Commission of SC

Subject: Implementation of 711 Access to Telecommunications Relay Services (TRS)

Date: March 12, 2001

On July 21, 2000, the Federal Communications Commission (FCC) issued its Order No. 00-257 in Docket No. 92-105, requiring all telecommunications carriers throughout the United States to implement three-digit, 711, dialing for access to all Telecommunications Relay Services (TRS). According to the FCC, this new dialing arrangement will supplement existing systems in most states that require 7 or 10 digit numbers in order to initiate relay calls between citizens who do not have hearing or speech disabilities and citizens who do have such disabilities. Pursuant to the FCC's Order, I am instructing South Carolina telecommunications carriers to begin implementing the three-digit, 711, dialing for access to all Telecommunications Relay Services. In order to implement this service, the following steps must be taken:

1. All competitive local exchange carriers (CLEC s) and incumbent local exchange carriers (ILECs) shall include language in their tariffs introducing 711 as a new service offering on or before April 30, 2001. The effective date for 711 deployment will be July 1, 2001.
2. All Payphone Service Providers (PSPs) shall modify their programmable phones to translate calls dialed as 711 to the assigned TRS toll free number 1-800-735-2905 in order to route 711 calls to the TRS provider on or before October 1, 2001. Existing toll free numbers shall remain active for those customers who desire to continue using the TRS system.

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3. All CLECs and ILECs shall make necessary programming changes to implement 711 by June 30, 2001. The calls should point to 1-800-735-2905. Existing toll free numbers shall remain active for those customers who desire to continue using the existing TRS system. All CLECs, and ILECs are to perform tests to ensure the equipment is working properly prior to June 30, 2001. The testing period will be from June 1, 2001 - June 30, 2001.

4. Telephone directories shall be updated for the next scheduled publication date to include the use of 711 abbreviated dialing access. The existing toll free numbers should continue to be published.

5. All CLECs and ILECs shall begin to include a bill insert promoting 711 within thirty (30) days after such access becomes available to the public. Please see attachment for the required language.

Thank you for your cooperation in this matter, if you have any questions please feel free to call or email Taffy Hardin, TRS Administrator at 803 896-5233 or taffy.hardin@psc.state.sc.us.